



IS Support Specialist

Job Code: 0552

Originated: 11/2005

Salary Grade: 1266

FLSA: Non Exempt

Revised: 4/2006

EEO Code: 22

Supervisory: No

HR Ordinance Status: Classified

CLASS SUMMARY

The IS Support Specialist is responsible for the operation and monitoring of the City's Network Computing Facility (7 x 24), performing various operations and support tasks, executing first level diagnostics, troubleshooting basic issues, and effectively escalating incidents.

DISTINGUISHING CHARACTERISTICS

This classification is non-supervisory and receives general supervision from the IS Support Supervisor and Communications Director.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

Operations Support:

- Monitors system activity, production indicators and error messages.
- Tracks and records job completion, problems and errors.
- Uses network monitoring software tools to monitor and determine health of systems.
- Views systems logs, checks server activities, reboots servers under direction of network engineer.
- Operates production laser printers, using system commands to produce printed output, preparing reports for distribution as workload demands.
- Prepares magnetic tapes for system backups, and off-site storage.
- Maintains current inventory of all forms and computer supplies.
- Provides IS Helpline support
- Performs initial problem resolution, escalates issues when necessary.
- Maintains record of work performed and all events taking place pertaining to the operation of the network operations center, and prepares a variety of reports.

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Technical Support:

- Performs staging of new PC's, operating system configuration, application installation and integration of peripheral components under direction of an IS Technician.
- Uses common hand tools and operates a variety of standard and power driven equipment and/or machinery.
- Moves heavy objects, including computer terminals, printers, cabling, etc., weighing 50 pounds or more to deliver equipment to various work sites.
- Maintains administrative records pertaining to maintenance schedules and procedures, service records, repair manuals and schematics.
- Updates the on-line work order inventory system, and on-line change control system.

Other:

- Communicates effectively with professional, technical and clerical staff both orally and in writing.
- Assists with training of new personnel.
- Assists with facility safety and security issues.
- Operates a motor vehicle.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Tape management, backups/restores, system monitoring, and error message handling

Microsoft Windows operating systems and Microsoft office products

Computer Repair

Research methods and techniques

Data communications security and privacy techniques

I.S. processes, regulations, codes, ordinances and terminology

Ability to:

Analyze, interpret, and present research findings

Understand basic file structure and hardware mapping techniques

Education and Experience

Requires completion of an accredited electronics technical course, or equivalent training. Requires experience in troubleshooting and staging of PC hardware and related equipment.

Licensing and Other Requirements

Requires a valid standard Arizona Drivers License with no major driving violations within the last 39 months.

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Requires CompTIA's A+ certification.

SUPERVISION RECEIVED AND EXERCISED

Works under moderate supervision and within standard operating procedures.

This classification is non-supervisory.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Works rotating shifts in a 7 x 24 environment, with mandatory overtime. Moves heavy objects, including computer terminals, printers, cabling, etc., weighing 50 pounds or more to deliver equipment to various work sites. Working conditions may be small cramped areas, cold temperatures and/or high volume of noise; and require climbing ladders or steps to reach objects, and stooping and bending.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.